



ADDENDUM #1

(Changes to DHHS-RFP-2018-077 are in **bold, underlined and italicized text** in order to enable vendors to quickly recognize changes in paragraphs and/or wording)

On September 1, 2017, the New Hampshire Departments of Health and Human Services & Information Technology published a request for proposals to procure a software system and associated services for the New Hampshire Department of Health & Human Services (the Department) in order to develop and implement an integrated data management system that provides real-time information about the availability of involuntary and voluntary inpatient psychiatric beds in the State of New Hampshire..

The Department is publishing this addendum to:

1 Delete and replace Section 1 Introduction, Subsection 1.1 Project Overview, Paragraph 1.1.1, Subparagraph 1.1.1.3 (Page 3), with:

- 1.1.1.3. Facilitate the referral, assessment and transfer of patients in need of acute psychiatric care **and** electronically categorize, capture and share the patient's mental health and medical need, mental health facility type, and appropriate bed type and merge with the bed-tracking system.

2 Delete and replace Section 1 Introduction, Subsection 1.1 Project Overview, Paragraph 1.1.2 (Page 3), with

- 1.1.2. The IDMS project will be a phased modular approach to achieving a robust web-based health management tool that:
- 1.1.2.1. Manages and tracks the availability of voluntary and involuntary inpatient mental health beds state-wide, and shares data with NHH Care Connect. **(Phase I)**
- 1.1.2.2. Facilitates the referral, assessment and transfer of patients in need of acute psychiatric inpatient services. **(Phase I)**
- 1.1.2.3. Is interoperable for data sharing with treatment sites' EHRs/EMRs to automatically connect and update patient status. **(Phase II)**

3 Delete and replace Section 1 Introduction, Subsection 1.1 Project Overview, Paragraph 1.1.8 (Page 4), with:

- 1.1.8. The Department's first phase objectives include, but are not limited to:
- 1.1.8.1. Development of a one-month project readiness assessment as referenced in Phase I - Appendix C, System Requirements and Deliverables, Paragraph 1.2.1 (Page 30) Phase I. **This assessment must be completed within one month of the contract effective date.**
- 1.1.8.2. Implementation of a tool that is:
- 1.1.8.2.1. A FEDRAMP compliant cloud solution.



- 1.1.8.2.2. Agile, scalable and modular.
- 1.1.8.2.3. Secure device agnostic access ible.
- 1.1.8.2.4. Available 24/7/365 on a real-time basis, as defined in Appendix H-1, *Terms & Definitions* (Beginning on page 99).
- 1.1.8.2.5. Capable of interoperability for data sharing and care management with NHH's Care Connect.
NOTE: the NHH Care Connect module is anticipated to be available for interoperability in 2018.

- 1.1.8.3. **Development of a Phase II project readiness assessment, referenced in Phase I – Appendix C, System Requirements and Deliverables.**

4 Delete and replace Section 2 SCHEDULE OF EVENTS (Page 7), with:

2. SCHEDULE OF EVENTS

The following table provided the Schedule of Events for this RFP.

<i>(All times are according to Eastern Time. DHHS reserves the right to modify these dates at its sole discretion.)</i>		
Item	EVENT	DATE
1.	RFP Release Date (Vendor Inquiry Period Begins)	09/01/2017
2.	RFP Vendor Questions Due (Vendor Inquiry Period Ends)	<u>09/22/2017</u>
3.	DHHS Answers to Vendor Questions Published	<u>09/29/2017</u>
4.	Proposal Due Date	10/20/2017 <u>2:00 PM</u>
5.	Invitations for oral presentations	TBD

5 Delete and replace Section 4 INSTRUCTIONS, Subsection 4.3 Restriction of Contact with State Employees (Page 10), with:

4.3 Restriction of Contact with State Employees

From the date of release of this RFP until an award is made and announced regarding the selection of a Vendor, all communication with personnel employed by or under Contract with the State regarding this RFP is forbidden unless first approved by the RFP State Point of Contact listed in Section 4.2.1: Proposal Inquiries. State employees have been directed not to hold conferences and/or discussions concerning this RFP with any Vendor during the selection process, unless otherwise authorized by the RFP State Point of Contact.



- 5 Delete and replace Section 4 INSTRUCTIONS, Subsection 4.15 Oral Presentations/Interviews and Discussions (Page 12), with:

4.15 Oral Presentations/Interviews and Discussions

The State, at its sole discretion, may require any vendor submitting a proposal to provide oral presentations and/or product demonstrations and/or to make available for oral presentations/interviews, the IT consultants proposed to implement the COTS application. The State retains the sole discretion to determine whether to conduct oral presentations/product demonstrations/interviews, with which proposers, as well as the number of interviews. The State may decide to conduct oral presentations/product demonstrations/interviews with less than all responsive proposers. All costs associated with oral presentations/product demonstrations/interviews shall be borne entirely by the vendor. The purpose of oral presentations/product demonstrations/interviews is to clarify and expound upon information provided in the written proposals. Vendors are prohibited from altering the basic substance of their proposals during the oral presentations/product demonstrations/interviews. The State may ask the vendor to provide written clarifications of elements in their Technical Proposal regardless of whether it intends to conduct oral presentations/product demonstrations/interviews. Information gained from oral presentations/product demonstrations/interviews will be used to refine technical review scores assigned from the initial review of the Proposals. Such requests for oral presentations/product demonstrations/interviews will be made by the State in writing.

- 6 Delete and replace Section 5 PROPOSAL EVALUATION PROCESS, Subsection 5.1 Scoring Proposals, Paragraph 5.1.1 (Page 18), with

5.1.1 Each proposal will be evaluated and considered with regard to the Solution and Services proposed for Phase I (inclusive of the Phase II readiness assessment), qualifications of the Contractor and any subcontractors, experience and qualifications of proposed candidates, and cost.

- 7 Delete and replace Section 5 PROPOSAL EVALUATION PROCESS, Subsection 5.2 Rights of the State in Evaluating Proposals (Page 18), with:

5.2 Rights of State in Evaluating Proposals

5.2.1 The State reserves the right to:

5.2.1.1. Make independent investigations when evaluating proposals, which includes considering any source of information including, but not limited to:

5.2.1.1.1 State employees.

5.2.1.1.2 Internet research.

5.2.1.1.3 Rating agencies.

5.2.1.1.4 Each vendor's complete and entire proposal.



5.2.1.2 **Request additional information to clarify elements of a proposal.**

5.2.1.3 **Waive minor or immaterial deviations from the RFP requirements, if determined to be in the best interest of the State.**

5.2.1.4 Omit any planned evaluation step if, in the State's view, the step is not needed.

5.2.1.5 At its sole discretion, reject any and all Proposals at any time.

5.2.1.6 Open contract discussions with the second highest scoring Contractor **and so on,** if the State is unable to reach an agreement on Contract terms with the higher scoring Contractor.

- 8 Delete and replace Section 5 PROPOSAL EVALUATION PROCESS, Subsection 5.3 Planned Evaluations, Paragraph 5.3.2 Preliminary Scoring of Proposals (Page 19), with:

5.3.2 Preliminary Scoring of Proposals

The State will establish an evaluation team to initially score Proposals. **Topics associated with Phase I requirements and deliverables are subject to scoring (inclusive of the Phase II readiness assessment). Subsequent phases discussed in this RFP are not scored.**

- 9 Delete and replace Section 5 PROPOSAL EVALUATION PROCESS, Subsection 5.3 Planned Evaluations, Paragraph 5.3.5 Final Evaluation (Page 20), with:

5.3.5 Final Evaluation

The State will conduct final evaluations as a culmination of the entire process of reviewing Contractor proposals and information gathering, **including any clarifying information obtained from the oral presentations/product demonstrations/interviews or written clarifications, reference checks, site visits, and any other information obtained by the State. The State reserves the right to adjust vendor scores based on the oral presentations/product demonstrations/interviews as appropriate.** Reference and background checks will be made for finalist or finalists as appropriate. After making a preliminary determination of award, the State reserves the right to conduct site visits to a Vendor location and/or government site(s) that utilizes the Contractor software.

- 10 Delete and replace Section 5 PROPOSAL EVALUATION PROCESS, Subsection 5.4 Scoring Detail (Pages 20-24), with:

5.4 Scoring Detail

5.4.1 Scoring of the Proposed Software Functionality (Phase I)

Software Functionality will be allocated a maximum score of **one hundred and seventy-five (175) points**. The main purpose of this section is to measure how well the solution meets the business needs of the Agency.



Factors include:

5.4.1.1 Functionality

- Does the solution do the things the Agency **requires for Phase I?**
- How well does it perform these functions?
- How well does the solution adapt to the organization (or does the organization have to adapt to it)?
- How does it fit with the organization's other products and business strategies?
- Can it adapt to future organizational changes?
- Does it support organizational technical strategies?
- Can it easily accommodate any planned or possible growth, **such as that described as Phase II within this RFP?**

5.4.1.2 User Friendliness/Usability and Efficiency

- How quickly can a user perform a needed task?
- How easy is it to learn; i.e., is it intuitive?
- Is its navigation and interface similar to other software used?

5.4.2 Scoring of the Solution Architecture (**Phase I**)

The Solution Architecture will be allocated a maximum score of **one hundred and seventy-five (175) points**. The main purpose of this section is to measure how well the solution meets the technical requirements specified in the RFP. Security of the system and confidentiality of the data are of primary concern. Factors include:

5.4.2.1 Industry Standards

- Does the system architecture meet or exceed industry standards regarding security and confidentiality?
- Does the solution support standard healthcare compliance (i.e. HIPAA, EMR, and applicable data exchange management compliance)?
- Does the solution help achieve HIPAA compliance?
- Does the solution meet HITECH technology standards and requirements?

5.4.2.2 Current Implementation

- Has the architecture being proposed been implemented in a different state?

5.4.2.3 Future Implementation



- What is the future of the architecture? Are there planned updates or a known “sunset” date for the proposed solution architecture?

5.4.3 Scoring of the Technical, Services and Project Management Approach (Phase I)

Contractor proposed Technical, Services and Project Management Approach will be allocated a maximum score of **two hundred (200) points**. The State will score the technical merits of how the Contractor proposes to carry out the implementation and maintain the solution. The implementation of the solution will require the Contractor to customize or configure the application to meet the requirements of the State, monitor and ensure its operation throughout the warranty period and, if maintenance is to be provided, to be a partner in the solution’s operation throughout its useful life.

Technical details of the system, administrative procedures, and how the Contractor manages its team, the project, and the technical environment will be critical. How compatible the Contractor’s procedures and technologies are with the State will contribute to an assessment of risk both in the short and long term. Factors include:

5.4.3.1 Approach

- Technical approach proposed for Phase I of the project.
- Approach to key elements of Phase I of the project, such as ; planning, readiness assessments for Phase I and Phase II, requirements confirmation, design, system specification, implementation, testing, training, roll-out, operations, etc.
- Protection of Data – The degree to which continuous operations are insured against unexpected problems.

5.4.3.2 Compatibility

- Compatibility with State IT Expertise and Training Approach – What is the degree to which the system uses technologies which may be supported by State personnel?
- Project Execution – Do company procedures facilitate: communication with the State, the early discovery and resolution of problems, efficient and effective operation through implementation and an effective support structure of the system?

5.4.3.3 Project Management

- Project Management Competence – Must demonstrate administrative, management, quality control, and oversight. Project Management Certification is required.



- Size and Composition of Vendor Team – Are there sufficient staff resources and sufficient qualifications and experience within the Contractor team to carry out the project?
- State Resources – Are the proposed State resources appropriate to what the State has available?

5.4.4 Scoring of Contractor Company and Staff Qualifications (Phase I)

Contractor Company Qualifications will be allocated a maximum score of **one hundred fifty (150) points**. It must be established that the Contractor's Company is capable of carrying out the project through implementation, the warranty period, and the maintenance period. Factors include:

5.4.4.1 Experience

- How long in business – A proven track record of operation that demonstrates the company will continue to support the system.
- How many years' experience with the proposed product – Demonstrated competence in working with the proposed product or technology.

5.4.4.2 Strengths

- Previous Contractor successes in other similar State environments.
- Previous successes of key project team members in other similar State environments.
- References – The measure of a company's worth is more accurate when made by a third party which has partnered with the company in a similar project.
- Litigation – The relevance of involvement of the company in litigation will be considered.
- Financial Strength – Financial strength when measured by financial statements or a rating company is an indication of the company's ability to operate long term and through unexpected problems.

5.4.5 Scoring the Software Solution Cost (Phase I)

Contractor proposed software solution cost will be allocated a maximum score of **three hundred (300) points**. Costs must only include Phase I deliverables. The State will consider both implementation and subsequent license and maintenance costs, provided in Appendix F, Pricing Worksheets Table 1.2, Activities/Deliverables/Milestones Pricing Worksheet; Appendix F, Pricing Worksheets, Table 5.1 Hardware; Appendix F, Pricing



Worksheets Table 4.1 Software Licensing, Maintenance, and Support Pricing Worksheet; Appendix F, Pricing Worksheets, Table 5.2 Web Site Hosting, Maintenance and Support Pricing Worksheet. .

The cost information required in a Proposal is intended to provide a sound basis for comparing costs.

5.4.5.1 The following formula will be used to assign points for costs:

Contractor's Cost Score= (Lowest Proposed Cost / Contractor's Proposed Cost) X # of maximum points available for solution cost, as defined in Section 5.1: *Scoring Proposals (Page 17)*.

5.4.5.2 For the purpose of this formula, the lowest proposed cost is defined as the lowest cost proposed by a Vendor who fulfills the minimum qualifications.

- 11 Delete Appendix A, Background Information in its entirety (Pages 25 – 29) and replace with Appendix A – Addendum #1.
- 12 Delete Appendix C, System Requirements and Deliverables in its entirety (Pages 31-36) and replace with Appendix C – Addendum #1.
- 13 Delete Appendix D, Topics For Mandatory Narrative Responses, introductory table (Page 38) in its entirety and replace with:

Topic	Page Limit
1. Proposed Software Solution	
Topic 1 Description of Solution	10
Topic 2 - Software Architecture	7
Topic 3 - Software Releases	5
Topic 4 - User friendliness and usability	10
Topic 5 - IT Standards	2
Topic 6 – <u>Export Standards</u>	3



2. Technical, Services and Project Management Experience	
Security and Protection of Data	
Topic 7 - System Security	10
Topic 8 - Backup and Recovery	2
Topic 9 - Assurance of Business Continuity	3
Topic 10 – Disaster Recovery	2
Topic 11 – Historical Data	3
Topic 12 – Security Testing	5
Compatibility with State Personnel and Training	
Topic 13 - User Training Approach	3
Topic 14 – Preparation of State Staff	3
Project Execution	
Topic 15 - Implementation Approach	10
Topic 16 - Testing	6
Topic 17- <u>Reserved</u>	<u>N/A</u>
Topic 18– Environment Setup	2
Project Management Competence	
Topic 19 – System Acceptance Criteria	6
Topic 20 - Status Meetings and Reports	3
Topic 21 - Risk and Issue Management	3
Topic 22- Scope Control	2
Topic 23 - Quality Assurance Approach	6
Topic 24 - Work Plan	No Limit
Ongoing Operations	
Topic 25 - Hosted System	5
Topic 26 – Support and Maintenance	2



14 Delete and replace Appendix D, Topics For Mandatory Narrative Responses, Section 1 Proposed Software Solution, Subsection 1.6 Software. Topic 6 Data Import/Export Standards (Pages 40-41), with:

1.6 Software. Topic 6 Export Standards (Response Page Limit: 2) **The State will evaluate the ease of interfacing and export layouts for Data exchange.**

1.6.1. Describe the mechanisms and tools included in the proposed System to implement these interfaces and interoperability requirements specified in Table C-2. Be sure to address the following aspects of this topic:

- 1.6.1.1. What types of interfaces are possible with the proposed System (e.g., online, batch, etc.)?
- 1.6.1.2. Does the Solution have the ability to send and receive fixed length, fixed position ASCII files?
- 1.6.1.3. What Data is available to other systems? What Data may be updated from other systems?
- 1.6.1.4. What tools are provided with the System for the development of interfaces?
- 1.6.1.5. What scheduling tools are required for initiation of interfaces? Are these tools included with the proposed Software?
- 1.6.1.6. Are there any constraints upon the timing of batch interfaces?
- 1.6.1.7. Does the System employ standard definitions or file layouts for interfaces? If so, include a sample in an appendix.
- 1.6.1.8. What standard interface formats are used with the proposed Software? What degree of flexibility is available?

15 Delete and replace Appendix D, Topics For Mandatory Narrative Responses, Section 2 Technical, Services and Project Management Experience, Subsection 2.1 Security and Protection of Data, Paragraph 2.1.1, Subparagraph 2.1.1.5, Part 2.1.1.5.4 (Page 43), with:

Discuss your company's practices pertaining to the **above system assurance** security testing **questions.**

16 Delete and replace Appendix D, Topics For Mandatory Narrative Responses, Section 2 Technical, Services and Project Management Experience, Subsection 2.2 Coordination with State Personnel and Training, Paragraph 2.2.1, Subparagraph 2.2.1.1 (Page 45), with:

2.2.1.1 The State understands the importance of training for a successful Software Implementation. The State seeks a detailed discussion of training alternatives in addition to a recommended training approach. **At minimum, the approach must address online and e-learning training, video and virtual classrooms, interactive e-lessons, instructor-led online training, electronic simulations, enable self-paced and mobile learning, online discussions, and provide Monday through Friday**



(8:00 AM – 5:00 PM EST) chat and/or call-in support for online and e-learning.

17 Delete and replace Appendix D, Topics For Mandatory Narrative Responses, Section 2 Technical, Services and Project Management Experience, Subsection 2.3 Project Execution, Paragraph 2.3.2 Topic 16 – Testing, Subparagraph 2.3.2.1 (Page 46-47), with:

- 2.3.2.1. State staff will conduct Acceptance Testing, but support from the selected Vendor is required; refer to Appendix G, Security, Testing & Certificates, **Section 3: Testing.** To define the type of support that will be provided, address the following questions:
 - 2.3.2.1.1. Describe your testing methodology and include a proposed test plan.
 - 2.3.2.1.2. Will configured Software be delivered in functional components for State Acceptance Testing?
 - 2.3.2.1.3. How much time should the State allow to complete User Acceptance Testing of a component?
 - 2.3.2.1.4. What test management and test driver tools will be employed in quality assurance testing prior to delivery of code to the State? Will these tools be available to the State for use in Acceptance Testing?
 - 2.3.2.1.5. What support will be provided to prepare State staff during Acceptance Testing? How will on-site support for the State testing team be provided?
 - 2.3.2.1.6. How will members of the testing team be prepared to test the configured Software?
 - 2.3.2.1.7. What Documentation of configured Software will be available to the testing team?
 - 2.3.2.1.8. Based on experience in similar Projects, how many and what types of Defects are likely to be encountered in Acceptance Testing? (Include metrics from other Projects to support this response.)
 - 2.3.2.1.9. How much time is available for comprehensive testing and correction of Defects prior to Implementation? Based on metrics from similar Projects, is it sufficient? (Provide information from other Projects to support this response.)
 - 2.3.2.1.10. If frequency exceeds the expected level, what corrective actions will be instituted?
 - 2.3.2.1.11. How quickly will a suspected Defect be investigated, and what classifications are planned for suspected Defects?
 - 2.3.2.1.12. How quickly will Software Defects be corrected?



- 2.3.2.1.13. What specific Software tools will be used to isolate performance problems?
 - 2.3.2.1.14. What tools will be used to document and track status of suspected Defects?
 - 2.3.2.1.15. Will these tools be available to the State after the Project is completed?
 - 2.3.2.1.16. What role will the State play in classification and prioritization of Defects?
 - 2.3.2.1.17. Will System performance be measured and documented using the State's infrastructure and Data? If yes, how?
- 18 Delete and replace Appendix D, Topics For Mandatory Narrative Responses, Section 2 Technical, Services and Project Management Experience, Subsection 2.3 Project Execution, Paragraph 2.3.3 Topic 17 – Migration Strategy (Page 47), with:
- 2.3.3 Topic 17 – **RESERVED**
- 19 Delete and replace Appendix D, Topics For Mandatory Narrative Responses, Section 2 Technical, Services and Project Management Experience, Subsection 2.4 Project Management Competence, Paragraph 2.4.2 Topic 20 – Status Meetings and Reports, Subparagraph 2.4.2.1 (Pages 48-49), with:
- 2.4.2.1. The State believes that effective communication and reporting are essential to Project success. At a minimum, the State expects the following:
 - 2.4.2.1.1. **Introductory Meeting:** Participants will include Vendor Key Project Staff and State Project leaders from both the Department of **Health and Human Services** and the Department of Information Technology. This meeting will enable leaders to become acquainted and establish any preliminary Project procedures. **This meeting will be held onsite.**
 - 2.4.2.1.2. **Kickoff Meeting:** Participants will include the State and Vendor Project Teams and major stakeholders. This meeting is to establish a sound foundation for activities that will follow. **This meeting will be held onsite.**
 - 2.4.2.1.3. **Status Meetings:** Participants will include, at a minimum, Vendor Project Manager and the State Project Manager. These meetings, which will be conducted at least biweekly, will address overall Project status and any additional topics needed to remain on Schedule and within budget. A status and error report from the Vendor will serve as the basis for discussion. **These meetings will be held onsite unless otherwise specified by the State.**



- 2.4.2.1.4. **The Work Plan:** must be Reviewed at each Status Meeting and updated, at minimum, on a biweekly basis, in accordance with the Contract.
- 2.4.2.1.5. **Special Meetings:** Need may arise for a special meeting with State leaders or Project stakeholders to address specific issues. **These meetings will be held onsite unless otherwise specified by the State.**
- 2.4.2.1.6. **Exit Meeting:** Participants will include Project leaders from the Vendor and the State. Discussion will focus on lessons learned from the Project and on follow up options that the State may wish to consider. **These meetings will be held onsite unless otherwise specified by the State.**

20 Delete and replace Appendix D, Topics For Mandatory Narrative Responses, Section 2 Technical, Services and Project Management Experience, Subsection 2.5 Ongoing Operations, Paragraph 2.5.1 Topic 25 – Hosted System (Pages 51-52), with:

2.5.1. Topic 25 – Hosted System (Response Page Limit: 6)

2.5.1.1. Describe the hosting plan including hardware and Software platforms, Software utilities, telecommunications resources, security measures, **operational risk management plan** and business continuity plans. Include a description of servers, computers, Software, programming capability and other equipment and technical resources which will be used to design, develop, implement and maintain the application. Provide the type and speed of the connection including:

- 2.5.1.1.1. Information on redundancy;
- 2.5.1.1.2. Disaster recovery;
- 2.5.1.1.3. Security;
- 2.5.1.1.4. Interim staffing for peak help desk demand periods and transition to a permanent arrangement;
- 2.5.1.1.5. Development of a help desk knowledge base; and
- 2.5.1.1.6. Metrics based on help desk inquiries.

21 Delete and replace Appendix F, Pricing Worksheets, Section 1 Activities/Deliverables/Milestones Pricing Worksheet – Deliverables List, Subsection 1.2 Table 1.2 Activities/Deliverables/Milestones Pricing Worksheet, Item #11, Data Conversion Plan and Design (Page 57), with:

11	<u>RESERVED</u>	<u>RESERVED</u>		
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- 22 Delete and replace Appendix F, Pricing Worksheets, Section 1 Activities/Deliverables/Milestones Pricing Worksheet – Deliverables List, Subsection 1.2 Table 1.2 Activities/Deliverables/Milestones Pricing Worksheet, Item #18 Provide Fully Tested Data Conversion Software (Page 57), with:

18	<u>RESERVED</u>	<u>RESERVED</u>		
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- 23 Delete and replace Appendix G, Security, Testing & Certificates, Section 2 Testing Requirements, introductory paragraph (Page 62), with:

All testing and Acceptance addressed herein shall apply to testing the System. This shall include planning, test scenario development, Data, and System preparation for testing, and execution of unit testing, System **integration testing, installation testing**, performance, and stress testing, Security Review and testing, and support of the State during user Acceptance Testing (UAT).

- 24 Delete and replace Appendix G, Security, Testing & Certificates, Section 3 Testing, Subsection 3.5 Conversion/Migration Validation Testing (Page 64), with:

3.5 RESERVED

- 25 Delete and replace Appendix G, Security, Testing & Certificates, Section 3 Testing, Subsection 3.9 Security Review and Testing, Paragraph 3.9.3 (Page 70), with:

3.9.3. In their Proposal, the Vendors must acknowledge their responsibilities for security testing. Tests shall focus on the technical, administrative and physical security controls that have been designed into the System architecture in order to provide the necessary confidentiality, integrity and availability. Tests shall, at a minimum, cover each of the service components. Test procedures shall include 3rd party Penetration Tests (pen test) or code analysis and Review; **costs for penetration tests shall be the Vendor's responsibility.**

- 26 Delete and replace Appendix G, Security, Testing & Certificates, Section 3 Testing, Subsection 3.9 Penetration Testing, Paragraph 3.10.1, Subparagraph 3.10.1.5 (Page 70), with:

3.10.1.5 RESERVED.

- 27 Delete and replace Appendix H-1 TERMS & DEFINITIONS, introductory paragraph (Page 100), with:

The following general contracting terms and definitions apply except as specifically noted elsewhere in this document. **Some terms and definitions may not apply specifically to this Request for Proposals (RFP), but remain incorporated in the table below.**



- 28 Delete Table C-2 General Requirements Vendor Response Checklist in its entirety and replace with Table C-2 – Addendum #1 General Requirements Vendor Response Checklist.**

****Note – Items that have been changed and/or updated in this table appear in *bold, underlined and italicized text.***